



REQUEST FOR QUOTE (RFQ)

RFQ Number: ID14150199

Program and Project Management Support

in support of:

General Services Administration (GSA)

GSA Office of Government-wide Policy (OGP)

Issued to:

MOBIS SIN 874-1 Contract Holders

Issued by:

General Services Administration

Internal Acquisition Division

1800 F Street, NW

Washington, DC 20405

Quotes Due by 5 PM, September 23, 2015

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22, 2015¶

FAR 8.4 Request for Quote (RFQ) ID14150199
Program and Project Management Support
GSA Office of Government-wide Policy (OGP)

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1 BACKGROUND

In December 1995, GSA created the Office of Government-wide Policy (OGP) to consolidate its policy functions into a single organization. OGP's policymaking authority covers the areas of personal and real property, travel and transportation, information technology, regulatory information and use of federal advisory committees. OGP's strategic direction is to ensure that Government-wide policies encourage agencies to develop and utilize the best, most cost effective management practices for the conduct of their specific programs.

To reach the goal of improving Government-wide management of property, technology, and administrative services, OGP builds and maintains a policy framework, by (1) incorporating the requirements of federal laws, Executive Orders, and other regulatory material into policies and guidelines, (2) facilitating Government-wide reform to provide federal managers with business-like incentives and tools and flexibility to prudently manage their assets, and (3) identifying, evaluating, and promoting best practices to improve efficiency of management processes.

Guided by the principles of the President's Management Agenda and the Office of Management and Budget (OMB), some of OGP's recent efforts have been devoted to providing leadership in the development of a policy environment and key enablers for electronic Government, and supporting OMB in the implementation of various E-Gov initiatives to standardize and streamline Government processes. OGP is seeking to program and project management support services for its front office and operating business lines:

- MA – Office of Asset and Transportation Policy
- MD – Office of Evidence and Analysis
- ME - Office of Information, Integrity and Access
- MG – Office of Federal High-Performance Green Buildings
- MS – Office of Evaluation Sciences
- MV – Office of Acquisition Policy
- MX – Office of Executive Councils

Please visit www.gsa.gov/ogp for additional background information on each OGP business line

2 OBJECTIVES

The purpose of this task order is to provide comprehensive Program and Project Management support for OGP programs and services. The primary tasks associated with this requirement will support program management activities in support of analysis, sustainment and other actions specific to overall program performance.

Support requirements include but are not limited to: meeting support, project management, program briefings, metrics collection and analyst support, and risk management support.

The following abbreviations are used in this SOW:

- NTE: Not To Exceed
- CLIN: Contract Line Item Number
- ODC: Other Direct Cost
- FFP: Firm Fixed Price
- LH: Labor Hour
- NLT: No Later Than

3 PERIOD OF PERFORMANCE

The period of performance shall be as follows:

Base Year (FY15): Date of Award to 12 months

Option Year 1 (FY16): Month 13 to Month 24

Option Year 2 (FY17): Month 25 to Month 36

4 PERFORMANCE LOCATION

The contractor shall perform work at their facilities and substantially at GSA, 1800 F Street N.W., Washington D.C. 20405 and meetings specified by the COR in Government facilities, within the National Capitol Region (NCR). Any travel outside of the NCR must be authorized by the COR.

5 CONTRACT TYPE

The contract type is a hybrid of Firm Fixed Price (FFP) and Labor Hour (LH).

6 SCOPE

The U.S. General Services Administration - Office of Government-wide Policy (OGP seeks to acquire program and project management experts, managers, analysts and specialists to support OGP program areas with:

1. Program and Project Support;
2. Strategic Planning and Performance Management; and
3. Process and Performance Improvement.

7 TASK REQUIREMENTS

The work under this task order will include program management, project management support, strategic planning and performance management services covered SIN 874-1 (Integrated Consulting Services). Due to OGP's intra- and inter-agency leadership, programmatic outreach and collaborative efforts, the contractor shall propose staff and demonstrate the knowledge, skills and abilities of Government-wide experience within the tasks identified below.

7.1 Task 1 – Program Development and Management Support

The contractor shall provide program management support under this task order. This includes but not limited to supporting OGP program managers by tracking, assessing, and providing guidance to initiatives regarding milestones and performance metrics, and provide support to address program performance issues. The contractor shall provide support in all the business related analyses, business cases and alternatives analyses required to define organizational strategy and/or improve organizational performance. This includes any study aimed at improving organizational results, assessing the effectiveness and efficiency of an agency's business strategies aligned with the requirements of its competitive marketplace.

7.2 Task 2– Operations Support

The contractor shall prepare for and support meetings, briefings, workshops, working groups, integrated process teams, committees, conferences, boards, and additional operation activities. The contractor shall Provide support in the formulation and execution of operational objectives, support the development of responses to a variety of daily requests from program managers, other Government agencies, Congress and external parties (e.g., media, other vendors, etc.), and document and track major management decisions and actions.

7.3 Task 3– Strategic Planning Support

The contractor shall provide support in organization wide strategic planning, program evaluation, monitoring and measurement. The contractor shall provide support in the development and maintenance of strategic plans which will allow agencies to establish linkage among planning elements such as mission, vision, goals, objectives, strategies, and performance management initiatives. The contractor shall provide support in aligning organizational investments in people, technology and capital to the overall strategies. The contractor shall assist in the development and articulation of the agency's strategic vision with corresponding mission, business, and performance measures.

7.4 Task 4– Project Management Support

The contractor shall provide support in project and performance improvement which consists of all necessary support to successfully initiate, launch, execute, manage, and evaluate business programs as well as core business operations. Support may be required in maintaining and improving the methodology and practices that assess how well organizations, their people and processes perform. The contractor shall provide expert assistance in all aspects of project and performance management, performance improvement, and associated support. The contractor shall at a minimum maintain a project plan/schedule that provides task and resource-level details of how the project will be managed. The contractor shall provide additional project management support that may include Earned Value Management (EVM) techniques and principles. The contractor shall provide support in project planning, initiation, execution, control and close-out services.

8 OGP BUSINESS LINES

The OGP Business lines identified below will be utilizing the task requirements identified in Section 7. As outlined in Section 5, this is a hybrid contract task order with the business requiring alternating needs (mandatory vs. optional) each fiscal year.

8.1 Front Office

OGP's Front Office sets strategic direction for OGP's seven business lines; establishes performance management and performance improvement initiatives and expectations; and provides guidance for and leads operational execution of key cross-cutting functions and emerging agency-wide and Government-wide priorities.

Within 30 days of exercising the optional CLINs, the contractor will be notified to propose key personnel staff to support the Front Office (M) business line. The contractor shall propose staff with experience and expertise relevant to this business line in providing program and project management support as defined in Task Area 1-4 (Section 7).

8.1.1 FO- FY16

Optional CLINS (PoP: September 30, 2016 – September 29,2017)



Task	Description	Type
Task 1- FO- Optional	Program Development and Management Support	LH- Not to exceed 10,000 hours
Task 2 – FO- Optional	Operations Support	LH- Not to exceed 10,000 hours
Task 3 – FO- Optional	Strategic Planning Support	LH -Not to exceed 10,000 hours
Task 4 – FO- Optional	Project Management	LH- Not to exceed 10,000 hours

8.1.2 FO- FY17

Optional CLINS (PoP: September 30, 2017 – September 29, 2018)



Task	Description	Type
Task 1- FO Optional	Program Development and Management Support	LH- Not to exceed 10,000 hours
Task 2 – FO Optional	Operations Support	LH- Not to exceed 10,000 hours
Task 3 – FO Optional	Strategic Planning Support	LH -Not to exceed 10,000 hours
Task 4 – FO Optional	Project Management	LH- Not to exceed 10,000 hours

8.2 Office of Asset and Transportation Management (MA)

The Office of Asset and Transportation Management leads Federal agencies in the economic and efficient management of assets and specific services by spearheading effective policy development for travel, employee relocation, personal and real property, motor vehicles, aircraft, transportation and mail.

Within 30 days of exercising the optional CLINs, the contractor will be notified to propose key personnel staff to support the Office of Asset and Transportation Management (MA) business line. The contractor shall propose staff with experience and expertise relevant to this business line in providing program and project management support as defined in Task Area 1-4 (Section 7).

8.2.1 MA- FY16

Optional CLINS (PoP: September 30, 2016 – September 29, 2017)

Task	Description	Type
Task 1- MA Optional	Program Development and Management Support	LH- Not to exceed 10,000 hours
Task 2 – MA Optional	Operations Support	LH- Not to exceed 10,000 hours
Task 3 – MA Optional	Strategic Planning Support	LH -Not to exceed 10,000 hours
Task 4 – MA Optional	Project Management	LH- Not to exceed 10,000 hours

8.2.2 MA- FY17

Optional CLINS (PoP: September 30, 2017 – September 29, 2018)

Task	Description	Type
Task 1- MA Optional	Program Development and Management Support	LH- Not to exceed 10,000 hours
Task 2 – MA Optional	Operations Support	LH- Not to exceed 10,000 hours
Task 3 – MA Optional	Strategic Planning Support	LH -Not to exceed 10,000 hours
Task 4 – MA Optional	Project Management	LH- Not to exceed 10,000 hours

8.3 Office of Evidence and Analysis (MD)

The Office of Evidence and Analysis works across OGP's business lines, GSA, and Government conducting rigorous data analysis to provide information and insights to leaders in the interest of improving policy- and decision-making.

Within 30 days of exercising the optional CLINs, the contractor will be notified to propose key personnel staff to support the Office of Evidence and Analysis (MD) business line. The contractor shall propose staff with experience and expertise relevant to this business line in providing program and project management support as defined in Task Area 1-4 (Section 7).

8.3.1 MD- FY16

Optional CLINS (PoP: September 30, 2016 – September 29, 2017)

Task	Description	Type
Task 1- MD Optional	Program Development and Management Support	LH- Not to exceed 10,000 hours
Task 2 – MD Optional	Operations Support	LH- Not to exceed 10,000 hours
Task 3 – MD Optional	Strategic Planning Support	LH -Not to exceed 10,000 hours
Task 4 – MD Optional	Project Management	LH- Not to exceed 10,000 hours

8.3.2 MD- FY17

Optional CLINS (PoP: September 30, 2017 – September 29, 2018)

Task	Description	Type
Task 1- MD Optional	Program Development and Management Support	LH- Not to exceed 10,000 hours
Task 2 – MD Optional	Operations Support	LH- Not to exceed 10,000 hours
Task 3 – MA Optional	Strategic Planning Support	LH -Not to exceed 10,000 hours
Task 4 – MD Optional	Project Management	LH- Not to exceed 10,000 hours

8.4 Office of Information, Integrity & Access (ME)

The Office of Information, Integrity and Access mission is to:

- Develop, coordinate, and define ways that electronic and information technology business strategies, broadly defined, will assist the federal Government to operate more effectively and efficiently, and deliver improved services to citizens.
- Provide consultation and advisory assistance on issues pertaining to electronic business and technology.
- Plan, develop, and direct Government wide activities to support the Office of Management and Budget (OMB), interagency committees and other federal agencies.
- Participate in the development, analysis and evaluation of Government wide technology issues, policies and legislation.
- Review and evaluate management policies and objectives related to eGovernment and information technology.

The ME business line currently has four (4) subdivisions:

- Information Resources Management Division
- Identity Assurance & Trusted Access Division
- OGP Portfolio Management Division
- Cybersecurity Division

The contractor shall propose key personnel with Information Technology Program/Project management experience to support this business line and its subdivisions. Specific expertise requirements may include but are not limited to, for example, personnel with Certified Information Systems Security Professional (CISSP), IT Infrastructure Library™ (ITIL), or other certifications.

The optional CLINs for this business line may be exercised to support special project and initiatives.

Within 30 days of exercising the optional CLINs, the contractor will be notified to propose key personnel staff to support the Office of Information, Integrity and Access (ME) business line. The contractor shall propose staff with experience and expertise relevant to this business line in providing program and project management support as defined in Task Area 1-4 (Section 7).

8.4.1 ME- FY15

Mandatory CLINS (PoP: September 30, 2015 – September 29,2016)

Task	Description	Type
Task 1- ME Mandatory	Program Development and Management Support	FFP
Task 2 – ME Mandatory	Operations Support	FFP
Task 3 – ME Mandatory	Strategic Planning Support	FFP
Task 4 – ME Mandatory	Project Management	FFP

8.4.2 ME- FY16

Mandatory CLINS (PoP: September 30, 2016 – September 29,2017)

Task	Description	Type
Task 1- ME Mandatory	Program Development and Management Support	FFP
Task 2 – ME Mandatory	Operations Support	FFP
Task 3 – ME Mandatory	Strategic Planning Support	FFP
Task 4 – ME Mandatory	Project Management	FFP

Optional CLINS (PoP: September 30, 2016 – September 29, 2017)

Task	Description	Type
Task 1- ME Optional	Program Development and Management Support	LH- Not to exceed 10,000 hours
Task 2 – ME Optional	Operations Support	LH- Not to exceed 10,000 hours
Task 3 – ME Optional	Strategic Planning Support	LH -Not to exceed 10,000 hours
Task 4 – ME Optional	Project Management	LH- Not to exceed 10,000 hours

8.4.3 ME- FY17

Mandatory CLINS (PoP: September 30, 2017 – September 29, 2018)

Task	Description	Type
Task 1- ME Mandatory	Program Development and Management Support	FFP
Task 2 – ME Mandatory	Operations Support	FFP
Task 3 – ME Mandatory	Strategic Planning Support	FFP
Task 4 – ME Mandatory	Project Management	FFP

Optional CLINS (PoP: September 30, 2017 – September 29, 2018)

Task	Description	Type
Task 1- ME Optional	Program Development and Management Support	LH- Not to exceed 10,000 hours
Task 2 – ME Optional	Operations Support	LH- Not to exceed 10,000 hours
Task 3 – ME Optional	Strategic Planning Support	LH -Not to exceed 10,000 hours
Task 4 – ME Optional	Project Management	LH- Not to exceed 10,000 hours

8.5 Office of Federal High-Performance Green Buildings (MG)

In December 2007, Congress authorized the Office of Federal High-Performance Green Buildings under the Energy Independence and Security Act to enable and enhance Federal leadership in the field of sustainable real property portfolio management and operations. The Office works to promote, coordinate and stimulate green building across the entire Federal Government – which includes over 400,000 owned or leased buildings containing over 3 billion square feet of space.

The Office has three principal categories of activity:

- Leading and coordinating the greening of the Federal real estate portfolio, with an eye toward leading change in the broader commercial property market in conjunction with the Office of Commercial High-Performance Green Buildings in the Department of Energy;
- Supporting innovation and collaboration on the development of new technologies;

- Supplying the market with information and best practices.

The Office of Federal High-Performance Green Buildings has an interdisciplinary team with expertise in energy, water, air quality, sustainable design, facilities management, budgeting, human behavior, organizational effectiveness, communications, and research.

Within 30 days of exercising the optional CLINs, the contractor will be notified to propose key personnel staff to support the Office of Federal High-Performance Green Buildings (MG) business line. The contractor shall propose staff with experience and expertise relevant to this business line in providing program and project management support as defined in Task Area 1-4 (Section 7).

8.5.1 MG - FY16

8.5.1.1 *Optional CLINS (PoP: September 30, 2016 – September 29, 2017)*

Task	Description	Type
Task 1- MGG Optional	Program Development and Management Support	LH- Not to exceed 10,000 hours
Task 2 – MG Optional	Operations Support	LH- Not to exceed 10,000 hours
Task 3 – MG Optional	Strategic Planning Support	LH -Not to exceed 10,000 hours
Task 4 – MG Optional	Project Management	LH- Not to exceed 10,000 hours

8.5.2 MG- FY17

8.5.2.1 *Optional CLINS (PoP: September 30, 2017 – September 29, 2018)*

Task	Description	Type
Task 1- MG Optional	Program Development and Management Support	LH- Not to exceed 10,000 hours
Task 2 – MG Optional	Operations Support	LH- Not to exceed 10,000 hours
Task 3 – MG Optional	Strategic Planning Support	LH -Not to exceed 10,000 hours
Task 4 – MG Optional	Project Management	LH- Not to exceed 10,000 hours

8.6 Office of Evaluation and Sciences (MS)

The White House Social and Behavioral Sciences Team (SBST) housed within the Office of Evaluation and Sciences works across the federal Government to apply findings and methods from the social and behavioral sciences to help the policies, programs, and operations of Government better serve the nation. In January of 2014, the White House Office of Science and Technology Policy assembled the White House Social and Behavioral Sciences Team—a cross-agency group that supports agencies by applying behavioral insights to serve program and operational goals.

Within 30 days of exercising the optional CLINs, the contractor will be notified to propose key personnel staff to support the Office of evaluation and Sciences (MS) business line. The contractor shall propose staff with experience and expertise relevant to this business line in providing program and project management support as defined in Task Area 1-4 (Section 7).

8.6.1 MS - FY16

Optional CLINS (PoP: September 30, 2016 – September 29, 2017)

Task	Description	Type
Task 1- MS Optional	Program Development and Management Support	LH- Not to exceed 10,000 hours
Task 2 – MS Optional	Operations Support	LH- Not to exceed 10,000 hours
Task 3 – MS Optional	Strategic Planning Support	LH -Not to exceed 10,000 hours
Task 4 – MS Optional	Project Management	LH- Not to exceed 10,000 hours

8.6.2 MS- FY17

8.6.2.1 Optional CLINS (PoP: September 30, 2017 – September 29, 2018)

Task	Description	Type
Task 1- MS Optional	Program Development and Management Support	LH- Not to exceed 10,000 hours
Task 2 – MS Optional	Operations Support	LH- Not to exceed 10,000 hours
Task 3 – MS Optional	Strategic Planning Support	LH -Not to exceed 10,000 hours
Task 4 – MS Optional	Project Management	LH- Not to exceed 10,000

		hours
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8.7 Office of Acquisition Policy (MV)

Various aspects of acquisition management are carried out by the Office of Acquisition Policy (OAP) under the guidance of the Chief Acquisition Officer and the Senior Procurement Executive. The office mission is to strengthen federal acquisition policy and operations. OAP leads positive change in acquisition policy through its role on the Federal Acquisition Regulation (FAR) Council as well as through GSA acquisition policy, guidance, and reporting to stakeholders.

The Office of Acquisition Policy, headed by the Deputy Chief Acquisition Officer/ Senior Procurement Executive, includes the following offices:

The Office of Governmentwide Acquisition Policy

- Federal Acquisition Policy Division
- Federal Acquisition Regulation (FAR)
- FAR Staff by Assignment
- Regulatory Secretariat Division
- Regulatory Information Service Center (RISC)

The Office of General Services Acquisition Policy, Integrity & Workforce

- Procurement Management Review Division
- Suspension and Debarment Division
- Acquisition Policy Division
- General Services Administration Acquisition Manual (GSAM)
- GSAM Staff by Assignment
- Acquisition Workforce Division

Within 30 days of exercising the optional CLINs, the contractor will be notified to propose key personnel staff to support the Office of Acquisition Policy (MV) business line. The contractor shall propose staff with experience and expertise relevant to this business line in providing program and project management support as defined in Task Area 1-4 (Section 7).

8.7.1 MV-FY15

Optional CLIN (PoP: September 29, 2015 – September 30, 2016)

Task	Description	Type
Task 1- MV Optional	Program Development and Management Support	LH- Not to exceed 10,000 hours
Task 2 – MV Optional	Operations Support	LH- Not to exceed 10,000 hours
Task 3 – MV Optional	Strategic Planning Support	LH -Not to exceed 10,000 hours
Task 4 – MV Optional	Project Management	LH- Not to exceed 10,000 hours

8.7.2 MV - FY16

Optional CLINS (PoP: September 30, 2016 – September 29, 2017)

Task	Description	Type
Task 1- MV Optional	Program Development and Management Support	LH- Not to exceed 10,000 hours
Task 2 – MV Optional	Operations Support	LH- Not to exceed 10,000 hours
Task 3 – MV Optional	Strategic Planning Support	LH -Not to exceed 10,000 hours
Task 4 – MV Optional	Project Management	LH- Not to exceed 10,000 hours

8.7.3 MV - FY17

Optional CLINS (PoP: September 30, 2017 – September 29, 2018)

Task	Description	Type
Task 1- MV Optional	Program Development and Management Support	LH- Not to exceed 10,000 hours
Task 2 – MV Optional	Operations Support	LH- Not to exceed 10,000 hours
Task 3 – MV Optional	Strategic Planning Support	LH -Not to exceed 10,000 hours
Task 4 – MV Optional	Project Management	LH- Not to exceed 10,000 hours

8.8 Office of Executive Councils (MX)

The Office of Executive Councils provides dedicated support to Federal interagency management councils, increasing their effectiveness in solving challenges across agencies, spurring innovation and improving policy outcomes. The office collaborates with the Office of Management and Budget (OMB) and Federal management councils to identify Government-wide performance improvement initiatives based on proven practices; leads working groups to advance these initiatives across agencies; establishes performance goals; and facilitates implementation of new processes and programs across Government. The office provides analytical, management and administrative services to the following Federal management councils and advisory boards:

- Chief Acquisition Officers Council (CAOC)
- Chief Financial Officers Council (CFOC)
- Chief Information Officers Council (CIOC)
- Performance Improvement Council (PIC)
- President's Management Council (PMC) and President's Management Advisory Board (PMAB)

Within 30 days of exercising the optional CLINs, the contractor will be notified to propose key personnel staff to support the Office of Executive Councils (MX) business line. The contractor shall propose staff with experience and expertise relevant to this business line in providing program and project management support as defined in Task Area 1-4 (Section 7).

8.8.1 MX - FY15

Mandatory CLINS (PoP: September 30, 2015 – September 29, 2016)

Task	Description	Type
Task 2 – MX Mandatory	Operations Support	FFP

Optional CLINS (PoP: September 30, 2015 – September 29, 2016)

Task	Description	Type
Task 1- MX Optional	Program Development and Management Support	LH- Not to exceed 20,000 hours
Task 2 – MX Optional	Operations Support	LH- Not to exceed 20,000 hours
Task 3 – MX Optional	Strategic Planning Support	LH -Not to exceed 20,000

		hours
Task 4 – MX Optional	Project Management	LH- Not to exceed 20,000 hours

8.8.2 MX - FY16

Mandatory CLINS (PoP: September 30, 2016 – September 29, 2017)

Task	Description	Type
Task 2 – MX Mandatory	Operations Support	FFP

Optional CLINS (PoP: September 30, 2016 – September 29, 2017)

Task	Description	Type
Task 1- MX Optional	Program Development and Management Support	LH- Not to exceed 20,000 hours
Task 2 – ME Optional	Operations Support	LH- Not to exceed 20,000 hours
Task 3 – ME Optional	Strategic Planning Support	LH -Not to exceed 20,000 hours
Task 4 – ME Optional	Project Management	LH- Not to exceed 20,000 hours

8.8.3 MX - FY17

Mandatory CLINS (PoP: September 30, 2017 – September 29, 2018)

Task	Description	Type
Task 2 – MX Mandatory	Operations Support	FFP

Optional CLINS (PoP: September 30, 2017 – September 29, 2018)

Task	Description	Type
Task 1- MX Optional	Program Development and Management Support	LH- Not to exceed 20,000 hours
Task 2 – MX Optional	Operations Support	LH- Not to exceed 20,000 hours
Task 3 – MX Optional	Strategic Planning Support	LH -Not to exceed 20,000 hours

Task 4 – MX Optional	Project Management	LH- Not to exceed 20,000 hours
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9 DELIVERABLE/DELIVERY SCHEDULE

9.1 Kick-Off Meeting

The contractor shall schedule, coordinate, and provide an agenda for the Project Kick-Off Meeting at the location approved by the Government. The meeting will provide an introduction between the contractor personnel and Government personnel who will be involved with the Task Order. The meeting will provide the opportunity to discuss technical, management, and security issues, travel authorization, and reporting procedures. At a minimum, the attendees shall include vital contractor personnel, representatives from the directorates, other relevant Government personnel, and the COR. The contractor shall provide the following at the kickoff meeting:

- NDAs for each employee

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9.2 Quality Control

The contractor must establish and maintain a complete Quality Control Plan to ensure the services are performed in accordance with SOW and commonly accepted commercial practices. The contractor shall develop and implement procedures to identify, prevent, and ensure non-recurrence of defective services. The Government reserves the right to perform inspections on services provided to the extent deemed necessary to protect the Government's interests. The contractor must control the quality of the services and deliverables provided in support of this task and maintain substantiating evidence that services conform to contract quality requirements and furnish such information to the Government if requested.

Deleted: <#>Transition-In Plan;¶
<#>Draft Quality Control Plan; and¶
<#>Draft PMP.¶

Quality Control Plans typically include, but are not limited to, the following:

- A description of the inspection system, addressing all services listed in the SOW.
- Frequency of inspections.
- Title of the individual(s) who shall perform the inspections and their organizational placement.
- A description of methods for identifying, correcting, and preventing defects in the quality of service performed before the level becomes unacceptable.

9.3 Transition- In Plan

A transition shall ensure minimum disruption to vital Government business. The contractor shall ensure there will be no service degradation during and after transition. The contractor shall propose a draft Transition Plan and present a finalized Transition Plan for the onboarding of personnel and project ramp-up approach within ~~ten (10)~~ working days after award. Transition-in meetings will be scheduled with each business line with active CLINs for that PoP.

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9.4 Transition- Out Plan

The Transition-Out Plan shall facilitate the accomplishment of a seamless transition from the incumbent to an incoming contractor /Government personnel at the expiration of the Task Order. The contractor shall provide a Transition-Out Plan NLT thirty (30) days prior to expiration of the Task Order. The contractor shall identify how it will coordinate with the incoming contractor and/or Government personnel to transfer knowledge regarding the following:

- Project management processes;
- Points of contact;
- Location of technical and project management documentation;
- Status of ongoing technical initiatives;
- Appropriate contractor to contractor coordination to ensure a seamless transition;
- Transition of key personnel;
- Identified schedules and milestones;
- Identified actions required of the Government; and

In addition to the above, the contractor will establish and maintain effective communication with the incoming contractor/ Government personnel for the period of the transition via weekly status meetings

9.5 Project Management Plan (PMP)

The contractor shall document all support requirements in a PMP. The PMP shall describe the proposed management approach(es). The PMP shall include milestones, tasks, and subtasks required in this Task Order. The PMP shall provide for an overall Work Breakdown Structure (WBS) and associated responsibilities and partnerships. The PMP will be an iterative document. It shall be updated as needed at the request of the COR. The Government must approve the proposed PMP. The contractor shall work from a Government approved PMP.

9.6 Monthly Progress Reports (Monthly Task Status Report)

Progress reports must be submitted to the agency contracting officer's representative (COR) and GSA PM via FTS WEB BASED ORDERING SYSTEM (CURRENTLY ITSS) no later than the 15th workday of every month or other negotiated date. Failure to provide reports CORrectly will

cause resubmission by your company. A staffing report must be integrated into the Monthly Progress Report (MPR).

The MPR shall include the following at a minimum:

- Government actions required;
- Schedule (Shows major tasks, milestones, and deliverables, planned and actual start and completion dates for each);
- Contractor performance metrics
- Activities during reporting period, by task (Include: On-going activities, new activities, completed activities, progress to date on all above mentioned activities). Each section shall start with a brief description of the task;
- Problems and CORrective actions taken. Also include issues or concerns and proposed resolutions to address them;
- Personnel gains, losses and status (security clearance, etc.);
- Summary of trips taken, conferences attended, etc. (Attach trip reports to the MPR for reporting period);
- Accumulated invoiced cost for each CLIN up to the previous month (if applicable);
- Projected cost of each LH CLIN for the current month;
- Comparison data / monthly performance report; and
- Other Reporting Requirements.

In addition to the Progress Reports/Monthly Progress Reports, the contractor must provide the following:

The contractor shall inform the COR and GSA PM in writing of the actual task starting date on or before the starting date. The contractor must bring problems or potential problems affecting performance to the attention of the COR and PM as soon as possible. Verbal reports will be followed up with written reports when directed by the COR or GSA PM. Additional written reports may be required and negotiated during the task order performance.

9.7 Deliverable Schedule

A summary of deliverables follows. Copies are to be provided to the Government officials indicated in electronic file (E), and/or hardcopy (H). NLT = No Later Than. ARO = After Receipt of Order.

Item	SOW Ref.	Title	Dist.	E	H	Initial	Subsequent
1		Non-Disclosure Agreement (NDA)	COR PM	1 1	1 1	Signed statements are due, from each employee assigned, <i>prior to performing ANY work on this</i>	

						effort
		Kick-off Meeting	COR PM			Within 5 business days of award
		Transition-In Plan	COR PM			Within 10 business days of award
		Quality Control Plan	COR PM			Within 10 days of award
		Transition- Out Plan	COR PM			Within 30 days prior to expiration of task order or task requirements for PoP To be defined by COR
2	Program Development and Management Support	Monthly Progress Report (MPR)	COR PM	1 1	1 1	NLT 30 days ARO NLT 15 th of each month reflecting previous month for each business line
3	Program Development and Management Support	Project Management Plan (PMP)	COR PM	1 1	1 1	NLT 30 days ARO Updated as required for each business line
4	Operations Support	Monthly Progress Report (MPR)	COR PM	1 1	1 1	NLT 30 days ARO NLT 15 th of each month reflecting previous month for each business line
5	Operations Support	Project Management Plan (PMP)	COR PM	1 1	1 1	NLT 15 days ARO Updated as required for each business line
6	Strategic planning Support	Monthly Progress Report (MPR)	COR PM	1 1	1 1	NLT 45 days ARO NLT 15 th of each month reflecting previous month for each business line

9.8 PERFORMANCE REQUIREMENTS SUMMARY MATRIX

By monitoring the contractor, the COR will determine whether the performance levels set forth in the order have been attained. Performance standards are specified in the following Performance Requirements Summary Matrix in the Standard and Acceptable Quality Level (AQL) columns:

Task	Indicator	Standard	AQL	Method of Surveillance	Incentive
Non-Disclosure Agreement (NDA)	On-Time Delivery	Signed statements are due, from each	NLT 24 hours prior to contractor	Observation and written or oral complaints	Positive Past Performance Rating

		employee assigned, <i>prior to</i> performing ANY work on this effort	employee beginning work on project		
Monthly Progress Report (MPR)	On-Time Delivery	NLT 45 days ARO	NLT 15 th of each month	Observation and written or oral complaints	Positive Past Performance Rating
Project Management Plan (PMP)	On-Time Delivery	NLT 5 days ARO	Updated as required	Observation and written or oral complaints	Positive Past Performance Rating
Kick-off Meeting	On-Time Delivery	NLT 5 days ARO	NLT 5 days ARO	Observation and written or oral complaints	Positive Past Performance Rating
Transition-In Plan	On-Time Delivery	NLT 10 days ARO	NLT 10 days ARO	Observation and written or oral complaints	Positive Past Performance Rating
Quality Control Plan	On-Time Delivery	NLT 10 days ARO	NLT 10 days ARO	Observation and written or oral complaints	Positive Past Performance Rating
Transition- Out Plan	On-Time Delivery	NLT 30 days ARO	NLT 30 days ARO	Observation and written or oral complaints	Positive Past Performance Rating

10 REQUIRED SKILLS AND KNOWLEDGE

10.1 Labor Categories' Desired Skills and Knowledge

To fulfill the requirements identified in this SOW, the contractor shall provide a labor mix of professionals with a skill set equal to and greater than from the following labor category descriptions. The contractor shall propose teams to support each OGP business line. Each business line shall have its own program/project management contractor support.

All personnel applied to support the Office of Information, Integrity & Access (ME) business line must have IT program/project experience equivalent to their required job experience.

10.1.1 EXECUTIVE PRINCIPAL/MANAGER

Description: Provides oversight and executive level management to overall contract operations often involving multiple projects/tasks and groups of personnel at multiple locations. Maintains and manages relationships with senior level management within the

client organization. Responsible for ensuring senior level management within client organization is aware of overall program status, including all relevant projects and their potential impact on higher level organizational strategic vision, this may include subject matter and unique technical knowledge. Responsible for managing multiple contract operations, ensuring quality standards and work performance on all task orders and projects, planning, organizing and overseeing work efforts, assigning resources, managing personnel, providing risk management, ensuring quality management, monitoring overall project and contract performance, etc.

Experience & Education: Minimum of 15 years experience and Bachelors Degree

This labor category is identified as “KEY PERSONNEL.”

10.1.2 SR. PROGRAM MANAGER

Description: Performs day-to-day management and lead manager on management to overall contract operations often involving multiple projects/tasks and groups of personnel at multiple locations. Responsible for managing multiple contract operations, ensuring quality standards and work performance on all task orders and projects, planning, organizing and overseeing work efforts, assigning resources, managing personnel, providing risk management, ensuring quality management, monitoring overall project and contract performance, etc.. It is required the Program Manager have Certifications in program management, e.g. Project Management Professional [PMP] from the Project Management Institute, or equivalent.

Experience & Education: Minimum of 10 years experience and Bachelors Degree

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This labor category is identified as “KEY PERSONNEL.”

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10.1.3 SR. PROJECT MANAGER

Description: Performs day-to-day management of contract support operations, possibly involving multiple tasks and groups of personnel at multiple locations, on a single project. Demonstrates skills in the scope of work encompassed by the task order; provides technical guidance to the project team in performance of the work, and reviews the quality of all work products. Organizes, directs, and coordinates the planning and production of all contract support activities. Responsible for staffing, project planning, projecting financials, and staffing direction and oversight. Maintains and manages the client interface at the COR levels of the client

organization. Assists the Program Manager as required in managing contract performance. It is required the Project Manager have Certifications in project management, e.g. Project Management Professional [PMP] from the Project Management Institute or equivalent.

This labor category is identified as “KEY PERSONNEL.”

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Experience & Education: Minimum of 10 years experience and Bachelors Degree

10.1.4 JR. PROJECT MANAGER

Description: Assists in performing day-to-day management of contract support operations, possibly involving multiple tasks and groups of personnel at multiple locations, on a single project. Demonstrates skills in the scope of work encompassed by the task order; provides technical guidance to the project team in performance of the work, and reviews the quality of all work products. Organizes, directs, and coordinates the planning and production of all contract support activities.. Assists the Sr. Program Manager as required in managing contract performance. **The candidate must have journeyman level experience in managing projects in complex environments.**



Deleted: It is required the Project Manager have Certifications in project management, e.g. Project Management Professional [PMP] from the Project Management Institute or equivalent.

Experience & Education: Minimum of 5 years experience and Bachelors Degree

10.1.5 SENIOR MANAGEMENT SPECIALIST

Description:Senior expert with extensive knowledge in designated field or discipline. Provides insight and advice concerning task or project strategic direction and outcomes. May contribute to the evaluation, analysis, and development of recommended solutions. Resolves complex problems, which require an in-depth knowledge of subject matter related to the designated field or discipline. Applies principles and methods of the subject matter to specialized solutions. Generally possess demonstrated ability and experience in management consulting and cross-team facilitation at the senior management level. Other areas of expertise may include, but is not limited to, business process reengineering, 18 statistical process control, individual and organizational assessment and evaluation, process modeling ,simulation, strategic and business planning, change management, organizational development, and the development of leadership/management skills.

Experience & Education: Minimum of 8 years experience and Bachelors Degree

10.1.6 JUNIOR MANAGEMENT SPECIALIST

Description: Possesses knowledge, some experience, and capabilities in the development of solutions, recommendations, or outcomes across multiple tasks and/or organizations. Supports the development of solutions to address organization's challenges. Supports project objectives and helps assess the impact of industry trends, policy, or standard methodologies. Conducts activities in support of project team's objectives.

Experience & Education: Minimum of 2 years experience and Bachelors Degree

10.1.7 PROGRAM SUPPORT SPECIALIST

Description: Provides executive administrative support to management team. Provides general and technical research support to projects. Depending on the functional specialty, support the program management staff in the preparation of deliverables, internal reports, briefings, and drawings associated with the project being supported.

Experience & Education: Bachelor's Degree

NOTE: Similar is defined as having the same or similar characteristics and/or experiences to type of work to be performed.

11 CONTRACTOR PERSONNEL PERFORMANCE/ REPLACEMENT

Substitutions of personnel shall not be allowed for a period of at least six (6) months after award, except under extreme circumstances. Any substitution or replacement personnel shall have qualifications equal to or greater than the individuals quoted. For temporary and/or permanent replacement of personnel, the Contractor shall provide a resume for each individual to the COR. Resumes shall be provided at least two weeks (or as mutually agreed upon) prior to making any personnel changes. The Government reserves the right to pre-approve any replacement or substitution of personnel. Contractor personnel must submit necessary information to receive approval to report and begin performance.

12 INSPECTION & ACCEPTANCE

The COR for this effort is a Government employee who has been delegated specific technical, functional, and oversight responsibilities for this project. The COR is designated in the COR appointment letter, issued by the Contracting Officer (CO), and is responsible for inspection and acceptance of all services and documents delivered, as well as all incoming shipments associated with this effort.

13 ACCEPTANCE CRITERIA

Certification by the Government of satisfactory services provided is contingent upon the contractor performing in accordance with the performance standards contained in the Performance Requirements Summary Matrix and all terms and conditions of the award document, including all modifications.

14 INVOICES/ CONTRACTOR PAYMENT PROCESSING

The contractor is responsible for properly preparing, and forwarding to the appropriate Government official, the invoice and receiving document for payment. The contractor shall attach back-up information to receiving documents detailing direct labor and other direct costs (ODCs). Direct labor back-up information shall include, at a minimum, the person's name, job title, and quantity of hours worked for each pay period. Back-up information for ODCs shall list all elements of costs, such as a travel breakout, including itinerary, dates of travel, name of employees traveling, plus per diem costs. All ODCs exceeding \$3,000.00 require that the contractor conduct appropriate competition. The monthly invoice submitted for payment shall

reflect all work performed and deliverables accepted by the COR as detailed in the MPR for that month and shall be in alignment with tasks/deliverables performed that month as identified in MPR. Invoicing format may be modified at the discretion of the COR to support more efficient reporting.

15 GOVERNMENT ACCEPTANCE PERIOD

The COR will have five (5) workdays to review draft deliverables and make comments. The contractor shall have two (2) workdays to make corrections. Upon receipt of the final deliverables, the COR will have two (2) workdays for final review prior to acceptance or providing documented reasons for non-acceptance. Should the Government fail to complete the review within the review period, the deliverable will become acceptable by default, unless, prior to the expiration of ten (10) workdays, the Government notifies the contractor in writing to the contrary. The final submission will be deemed approved if the Government has not rejected it in thirty (30) calendar days.

Monthly Progress Report -- The MPR shall reflect all work performed and deliverables accepted by the COR to be invoiced by the contractor for that month

The COR will have the right to reject or require correction of any deficiencies found in the deliverables that are contrary to the information contained in the contractor's quote. In the event of a rejected deliverable, the contractor will be notified in writing by the COR of the specific reasons for rejection. The contractor shall have five (5) workdays to correct the rejected deliverable and return it per delivery instructions.

16 CONTRACT ADMINISTRATION DATA

- Contracting Officer:
Nina Malakouti-Zamir
Contracting Officer
GSA Internal Acquisition Division (IAD)
1800 F Street, N.W.
Washington, DC 20405-0001
Tel: 703-605-2742
Email: nina.malakouti@gsa.gov

- Contracting Officer's Representative:
Latosha Frink
Contracting Officer's Representative
GSA Office of Government-wide Policy (OGP)
1800 F Street, N.W.
Washington, DC 20405-0001
Tel: 703-605-9210
Email: latosha.frink@gsa.gov
- Technical Point of Contact: TBD

17 GOVERNMENT FURNISHED INFORMATION

The Government will provide the following: work space, office supplies, computer equipment and time, telephone, and reproduction facilities; as well as standard operating procedures (SOPs), applicable regulations, manuals, texts, briefings, and other materials associated with this project and hardware/software referenced throughout this SOW.

18 OTHER DIRECT COSTS (ODCs)

ODCs require advance authorization by the Government and shall be billed on a reimbursable basis in accordance FAR 8.402(f). No ODCs are anticipated in the performance of this task order at this time.

19 TRAVEL

Arrangements for and costs of travel, transportation, meals, lodging, and incidentals are the responsibility of the contractor. Prior to travel – all travel must be authorized and approved by the COR. Travel costs shall be incurred and billed in accordance with FAR Part 31, Contract Cost Principles & Procedures. Costs for these expenses will be reviewed, certified, and approved by the COR. All travel and transportation shall use commercial sources and carriers. The Government will not pay for business class or first-class travel. Lodging and meals shall be reimbursed in accordance with regulations defined in FAR Part 31. All travel shall be reported as stated in the MPR. Travel shall be reported in the following format:

From	To	Round Trip (Y/N)	# of Trips	# of People	# of Days

20 NON-DISCLOSURE AGREEMENTS (NDAs)

Work under this project may require contractor personnel to have access to Personally Identifiable Information (PII). All contractor personnel shall adhere to the requirements of the Privacy Act of 1974 (5 U.S.C. § 552a), as well as all applicable federal agency rules and regulations.

The contractor shall ensure that NDAs are signed by all staff assigned to or performing on this project before beginning any work, including all subcontractors, teammates, and consultants. The NDA shall be cosigned by a corporate official (contractor task manager or higher). The contractor shall also ensure that all staff understand and adhere to the terms of the NDA by protecting PII, procurement sensitive information of the Government, and the proprietary information of other contractors. Assignment of staff that do not execute a NDA or fail to adhere to its terms and conditions shall constitute default on the part of the contractor.

21 DATA RIGHTS

The Government will retain rights to all data produced in the course of this project.

22 QUALITY ASSURANCE

The Government will review MPRs and will attend regular task performance review meetings with the contractor to survey quality of products and services.

23 QUALITY ASSURANCE SURVEILLANCE PLAN (QASP)

The Government intends to use a QASP to monitor the quality of the contractor's performance. The oversight provided for in the order and in the QASP will help ensure that service levels reach and maintain the required threshold(s) throughout the contract term. Further, the QASP provides the COR with a proactive way to avoid unacceptable or deficient performance, and provides verifiable input for the required past performance assessment. The QASP will be finalized immediately following award and a copy provided to the contractor after award. The QASP is an iterative document and may be updated by the Government as necessary.

INSTRUCTIONS TO OFFERORS**NON-PRICE / TECHNICAL QUOTE CONTENTS****PROFESSIONAL STAFF – PROGRAM/PERFORMANCE MANAGEMENT
EXPERIENCE/EXPERTISE (4 PAGES NOT INCLUDING PROPOSED KEY
PERSONNEL RESUMES)**

The Schedule holder shall quote a team with substantive experience/expertise in program/performance management. The quote shall provide written information which effectively demonstrates the Schedule holder's relevant experience/expertise identical to, similar to, or related to performing services contained within the SOW.

The quote shall provide evidence of the Schedule holder's experience/expertise (for this purpose; experience/expertise refers to what a Schedule holder has done, not how well it was accomplished) in performing quoted processes and procedures. The Schedule holder's quote shall demonstrate the amount of relevant corporate experience/expertise the Schedule holder possesses, as well as demonstrate the amount of relevant experience/expertise possessed by proposed personnel.

The Schedule holder shall provide evidence that their organization has current capabilities for assuring performance of this requirement. Evidence of supporting subcontractors and/or teammates will be considered. **Experience/expertise shall demonstrate:**

- (a) Appropriate mix and balance of education and training of proposed personnel;
- (b) Quality and effectiveness insofar as the allocation of personnel and resources.

The Schedule holder shall include verifiable examples in the form of resumes to be submitted for all proposed personnel. Resumes do not count against the page totals. These resumes shall include a list of relevant training, education, certifications, as well as experience/expertise. Proof of such may be requested prior to beginning work. Additional resumes may be submitted in order to demonstrate overall corporate experience/expertise.

**PROFESSIONAL STAFF – PROJECT MANAGEMENT
EXPERIENCE/EXPERTISE (4 PAGES NOT INCLUDING PROPOSED KEY
PERSONNEL RESUMES)**

The Schedule holder shall quote a team with substantive experience/expertise in project management. The quote shall provide written information which effectively demonstrates the Schedule holder's relevant experience/expertise identical to, similar to, or related to performing services contained within the SOW.

The quote shall provide evidence of the Schedule holder's experience/expertise (for this purpose; experience/expertise refers to what a Schedule holder has done, not how well it was accomplished) in performing quoted processes and procedures. The Schedule holder's quote shall demonstrate the amount of relevant corporate experience/expertise the Schedule holder possesses, as well as demonstrate the amount of relevant experience/expertise possessed by proposed personnel. The contractor shall identify proposed personnel with Project Management Professional (PMP) certification or its equivalent.

The Schedule holder shall provide evidence that their organization has current capabilities for assuring performance of this requirement. Evidence of supporting subcontractors and/or teammates will be considered. **Experience/expertise shall show:**

- (a) Appropriate mix and balance of education and training of proposed personnel, and
- (b) Quality and effectiveness insofar as the allocation of personnel and resources.

The Schedule holder shall include verifiable examples in the form of resumes to be submitted for all proposed personnel. Resumes do not count against the page totals. These resumes shall include a list of relevant training, education, certifications, as well as experience/expertise. Proof of such may be requested prior to beginning work. Additional resumes may be submitted in order to demonstrate overall corporate experience/expertise.

QUALITY CONTROL APPROACH (10 PAGES)

The Schedule holder shall include as an attachment to the non-cost/price quote their quality control policies and procedures. Quality control policies and procedures shall address how the Schedule holder will meet and comply with the quality standards established in the SOW. At a minimum, the quality control policies and procedures shall include a self-inspection plan, an internal staffing plan, and an outline of the procedures that the Schedule holder will use to maintain quality, timeliness, responsiveness, customer satisfaction, and any other requirements set forth in this RFQ.

PAST PERFORMANCE REFERENCES (6 PAGES)

The Schedule holder shall submit a list of three (3) references of relevant contracts/orders within the past three (3) years. The contracts/orders may be past or current as long as the

performance did not end more than three (3) years prior to the due date for the submission of quote, and the contracts/orders may have been with Federal, State, and/or City agencies and/or commercial customers. It is the Schedule holder's responsibility to provide valid, current, and verifiable references. References must include:

Name of the Organization that will be providing the reference;
Name of the Point of Contact (PoC);
PoC telephone number;
PoC e-mail address;
Contract number;
Period of Performance; and
Scope of Work.

PRICE QUOTE CONTENT

The Schedule holder shall submit their COST/PRICE as a Firm, Fixed Priced (FFP) and LABOR HOUR quote. Offerors shall use attached Price Schedule workbook to prepare and submit their price quote in Excel format, which shall include a completed pricing sheet per each contract year with mathematical computations that are correct. Errors in addition or multiplication will be considered nonresponsive to this RFQ. Schedule holders shall quote all items solicited, either by price or "NSP" (Not Separately Priced). A zero dollar figure in the quote means that the item shall be provided at no charge to the Government. An item price left blank will be considered nonresponsive to this RFQ and the quote will not be considered for award. The Schedule holder's quote shall remain valid for a minimum of thirty (30) days from the date of submission.

ESTIMATED LEVEL OF EFFORT

The Government estimates that performance of the tasks identified in the SOW will require an approximate level of effort (LoE). Please note that the Government estimate is only put in place for Schedule holders to ascertain the approximate or estimated LoE for this effort. This estimate is not to be construed as either mandatory or, necessarily, the best technical approach. It is only in place as a reference to allow offerors a better understanding of the general scope of this effort from the Government's perspective. The Government is seeking the best LoE and labor mix to accomplish the mission contained in the SOW.

An offer is not bound quote this quantity, rather they are expected to provide their best solution citing the labor mix and quantity required to accomplish all required tasks. If the vendor has determined that the overall LoE provided is not its best technical solution, then they are strongly encouraged and expected to submit a LoE consistent with all of the

cost/price and non-cost/price aspects of their proposal/quote.

Deleted: The Government estimates, but does not guarantee, an approximate estimate of 3,580 hours.

DUE DATE FOR SUBMISSION OF QUESTIONS

The due date for submittal of questions is 1 pm EST, Thursday, September 17, 2015.

No questions will be accepted after that date. Questions are to be submitted via email to the Contracting Officer: nina.malakouti@gsa.gov. **The Government intends to respond to all questions by Monday, September 21, 2015.** All questions will be addressed in writing only.

DUE DATE FOR SUBMISSION OF QUOTES

The due date for submission of the Technical and Price Quotes is 5 PM EST, ~~Wednesday, September 23, 2015~~. Both the Technical and Price Quotes are to be submitted via e-mail to Nina Malakouti: nina.malakouti@gsa.gov

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QUOTE EVALUATION

The Government intends to award without discussions. Schedule holders shall provide their best, complete quote upon initial submission. The Government reserves the right to hold discussions if deemed necessary by the Contracting Officer. Government-employee representatives from the requiring program office shall provide technical evaluation of all quotes based on the quotes/documentation provided. The evaluations will be based on the evaluation criteria set forth below:

EVALUATION PROCESS

Evaluations will be conducted using the Best Value Tradeoff process.

EVALUATION CRITERIA – BEST VALUE TRADEOFF

BEST VALUE TRADEOFF EVALUATION FACTORS FOR AWARD

BASIS FOR AWARD

Award will be made on a competitive best value basis, using “best value / tradeoff” among cost/price and non-cost/price factors. A best value tradeoff process will be used when the Government elects to award to other than the lowest priced quote, or other than the highest rated non-cost/price quote.

The Government’s decision for award will be made on an integrated assessment of the evaluation results as a whole. When the lowest-priced quote is rated highest on the other non-price evaluation factors, it is the apparent best value. Where the lowest- price quote is not highest rated in the other evaluation factors, the Government shall determine whether

the difference in price is worth the difference in the other factors. Award may be made to a technically superior, higher-priced quote when it is determined that the technical difference is sufficiently significant to outweigh the price difference. Conversely, award may be made to a lower-priced quote, lower technically rated proposal when it is determined that the cost premium involved in selecting a higher-priced quote, higher rated proposal is not justified.

Past Performance will be evaluated independently from the other non-cost/price evaluation factors using different standards.

The non-cost/price evaluation factors (less Past Performance) numbered in descending order of importance are as follows:

Management Approach

Deleted: Technical Approach

Professional Staff – Program/Performance Management Experience/Expertise

Professional Staff – Project Management Experience/Expertise

Quality Control Approach

Past Performance.

Government evaluators will not assume that the Schedule holder possesses any capability or knowledge unless it is specified in the quote. After each of the above non-cost/price factors is rated individually, an overall rating will be assigned collectively to these factors. If any of the above non-cost/price evaluation factors receives an individual rating of “Unacceptable,” then the collective overall rating will also be “Unacceptable.” Only quotes receiving an overall rating of “Acceptable” or higher will be considered for award. Of the non-cost/price factors, the non-past performance factors are more important than past performance. The non-cost/price factors (including Past Performance) are more important than cost/price.

NON-COST/PRICE EVALUATION CRITERIA

The following evaluation criteria will be used to evaluate the non-cost/price aspects of the quote:

MANAGEMENT APPROACH (NOTE 5 PAGES)

The management approach will be evaluated for evidence of the degree to which the quoted approach demonstrates a clear understanding of the information presented in response to SOW tasks, management of key personnel, company experience, and a reasonable, well defined approach that is likely to yield the required results within the required time frame.

|

**PROFESSIONAL STAFF – PROGRAM/PROJECT MANAGEMENT
EXPERIENCE/EXPERTISE**

The Schedule holder's quote will be evaluated on the degree to which the quote reflects corporate or staff experience/expertise identical to, or related to the requirement.

Additionally, the quote will be evaluated on the amount of relevant experience/expertise possessed by proposed personnel. The Schedule holder's corporate experience/expertise, as well as experience/expertise of proposed personnel (including all proposed subcontractors and teammates) will be evaluated for:

- (a) The degree to which the Schedule holder's quote reflects corporate or staff experience/expertise identical to, similar to, or related to the requirement
- (b) Evidence that the organization (including subcontractors and teammates) has current capabilities; an appropriate mix and balance of education and training of team members; and, quality and effectiveness insofar as the allocation of personnel and resources.

**PROFESSIONAL STAFF – PROJECT MANAGEMENT
EXPERIENCE/EXPERTISE**

The Schedule holder's quote will be evaluated on the degree to which the quote reflects corporate or staff experience/expertise identical to, or related to the requirement.

Additionally, the quote will be evaluated on the amount of relevant experience/expertise possessed by proposed personnel. The Schedule holder's corporate experience/expertise, as well as experience/expertise of proposed personnel (including all proposed subcontractors and teammates) will be evaluated for:

- (a) The degree to which the Schedule holder's quote reflects corporate or staff experience/expertise identical to, similar to, or related to the requirement
- (b) Evidence that the organization (including subcontractors and teammates) has current capabilities; an appropriate mix and balance of education and training of team members; and, quality and effectiveness insofar as the allocation of personnel and resources.

QUALITY CONTROL APPROACH

The Schedule holder's quality control approach will be evaluated for the degree to which the quoted approach identifies processes, procedures, and metrics which are likely to result in successful outcome within cost and on schedule.

PAST PERFORMANCE

The Past Performance risk evaluation will assess the risks associated with a Schedule holder's likelihood of success in performing the SOW requirements indicated by the Schedule holder's record of past performance on relevant efforts, either included in the quote or identified by the evaluators in any other manner. In this context, "Schedule holder" refers to the prime contractor and all quoted teammates. The Prime Contractor and quoted teammates will first be assessed individually and the results will then be assessed in their totality to derive the Schedule holder's Past Performance rating.

The Government will conduct a past performance risk evaluation that will be based on the quality, relevance, and currency of the Schedule holder's past performance, as well as that of its teammates. This evaluation will consider how each Schedule holder's past performance relates to the probability of successful accomplishment of the required effort. Areas of relevance include: experience/past performance with similar Government requirements/activities, timeliness and availability of resources, and quality of work performed/delivered.

COST/PRICE

Cost/price will be evaluated separately from past performance and other non-cost/price factors, and will be evaluated for fairness and reasonableness. The total evaluated cost/price will be evaluated for reasonableness in terms of:

- (a) Consistency with or discounts to labor rates in the Schedule holder's BPA/ GSA Schedule contract;
- (b) Level of Effort, in that the quoted labor mix and labor hours are based on reasonable assumptions; and
- (c) Consistency with the technical approach, in that the prices are consistent with and reflect the quoted staffing requirements.

Each offeror is encouraged to provide aggressive discounting off of their GSA Schedule contract pricing.

**25. SPECIAL CONTRACT REQUIREMENTS AND OTHER TERMS,
CONDITIONS AND PROVISIONS**

SECTION 508 COMPLIANCE

The Contractor(s) shall provide accessibility based on Section 508 of the Rehabilitation Act of 1973 (29 U.S.C.794d). All electronic and information technology (EIT) procured through this Task Order must meet the applicable accessibility standards at 36 CFR 1194, unless an agency exception to this requirement exists. The 36 CFR 1194 implements Section 508 of the Rehabilitation Act of 1973, as amended. All deliverables will be Section 508 compliant, and will be reviewed for compliance by the Government which reserves the right to reject the deliverable(s) until remediation of deficiencies has been successfully completed by the Contractor. Complete technical descriptions are provided on the following website: <http://www.section508.gov>. Where appropriate, the Contractor(s) shall indicate whether each product or service is compliant or non-compliant with the accessibility standards at 36 CFR 1194. Further, the quote must indicate where full details of compliance can be found (e.g., vendor's website or other exact location). Contractor must describe how their proposed Electronic and Information Technology (EIT) solution meet at least those technical provisions, functional performance criteria, and information, documentation, and support requirements identified in the Government or Vendor Product/Service Accessibility Template (GPAT/VPAT).

PROTECTION OF INFORMATION

The Contractor shall be responsible for properly protecting all information used, gathered, or developed as a result of work under the Blanket Purchase Agreement (BPA) Call. The Contractor shall also protect all Government data, etc. by treating the information as sensitive. All information gathered or created under this BPA Call should be considered as Sensitive But Unclassified (SBU) information. It is anticipated that this information will be gathered, created and stored within the primary work location. If Contractor personnel must remove any information from the primary work area they should protect it to the same extent they would their proprietary data and/or company trade secrets. The use of any information that is subject to the Privacy Act will be utilized in full accordance with all rules of conduct as applicable to Privacy Act Information.

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For purposes of clarity, the intent of the Government is for intellectual property to be vested in the Federal Government for work paid for by the Federal Government. All documents, graphics, and code created under this contract are the intellectual property of the Federal Government including, but not limited to, plans, reports, schedules, software code, software designs, graphics, etc. In the event that the Federal Government implements under this contract open-source software and pays for the cost of the implementation of open-source software, the final changes and edits to the code and configuration (such as work to integrate plug-ins) are the intellectual property of the Federal Government.

SECURITY CONSIDERATIONS

Security Clearance and GSA Access Card

The Federal Acquisition Regulation (FAR) Council requires that all federal entities ensure that all Contractors have current and approved security background investigations that are equivalent to investigations performed on Federal employees.

In accordance with Homeland Security Presidential Directive 12 (HSPD-12) and GSA regulations, contractor employees who required access to GSA facilities and IT systems, must receive a successful determination from the security clearance process to receive a GSA Access Card (Access Card), at the minimum, a National Agency Check with written Inquiries (NACI) is required. Successful results from the FBI National Criminal History Check (i.e., fingerprint check) portion must be received before an Access Card can be issued.

The Access Card serves as the identity badge and uses smart card technology to provide reliable and secure identity verification. Contractors are required to use their Access Card along with a Personal Identification Number (PIN), to log into their computer and GSA networks.

The Contractor shall return all badges to the Government on the same day that an individual employee is terminated, and/or upon termination or completion of the Call Order. The Contractor shall notify the Government immediately of any lost or stolen badges.

The Government assumes financial responsibility for any fees connected to the clearance process for contractor employees and the issuance and/or maintenance fees for the Access Card.

Security Clearance and Government Furnished Property (GFE) Tracking Spreadsheet

Contractor is required to submit to the COR on a monthly basis a Security Clearance and Government Furnished Property Tracking spreadsheet (Excel). Data elements include, but are not limited to: first name, middle name, and last name of contractor employees, completion dates for the Contractor Information Worksheet (CIW), fingerprinting, e-QIP application, GSA 3665, OF306 and issue date of the GSA Access Card. Additionally, contractor will identify all GFE by issue/return date to include, but not limited to: laptop computer, headset, Access Card, and software license(s) paid for by the Government. The COR will identify within 10 business days after award the final data elements for the tracking spreadsheet.

Information Technology and Security Policies and Regulations

All GSA contractors that require access to a GSA computer or IT system are contractually subject to all GSA and Federal IT Security standards, policies, and reporting requirements. The contractor shall meet and comply with GSA's Information Technology (IT) Security Policy, dated October 23, 2014; and GSA's Information Technology (IT) Rules of Behavior, dated 6/5/2012; and all applicable GSA and NIST standards and guidelines, other Government-wide laws and regulations for protection and security of information technology.

Contractors are also required to comply with Federal Information Process Standards (FIPS), the "Special Publications 800 series" guidelines published by NIST, and the requirements of FISMA.

Data Security and Privacy

The contractor shall be responsible for properly protecting all information used, gathered, disclosed, or developed as a result of work under this contract. The contractor shall also protect all Government data by treating information as sensitive. All information gathered or created under this contract shall be considered as confidential information. If contractor personnel must remove any information from the primary work area they should protect it to the same extent they would their proprietary data and/or company trade secrets. The use of this data is subject to

the Privacy Act will be utilized in full accordance with all rules of conduct as applicable to Privacy Act Information. Personnel shall adhere to the Privacy Act, Title 5 of the U.S. Code, Section 552a and applicable agency rules and regulations.

Nondisclosure: The contractor and all contractor employees assigned for any length or duration to the projected will be required to sign a non-disclosure, restricting any use of inside information as procurement sensitive.

Facilities Security

The contractor will adhere to all GSA facility security requirements and information technology security requirements. Contractor employees working at a Government facility may be required to display on their person, a Government-provided identification badge that will include the full legal name of the Contractor employee(s). It is the responsibility of the Contractor to request and obtain badges from the Government prior to the first workday of any Contractor employee.

OTHER TERMS, CONDITIONS AND PROVISIONS

52.252-2 CLAUSES INCORPORATED BY REFERENCE (FEB 1998)

The contractor's personnel involved with this contract/order are required to review following-cited contract clauses and policies and ensure compliance throughout the life of this contract/order. The contractor and subcontractors must insert the substance of this section in all subcontracts. This Task Order incorporates one or more clauses by reference with the same force and effect as if they were given in full text. Upon request the CO will make their full text available. Also, the full text of a provision may be accessed electronically at: FAR website: <https://www.acquisition.gov/far/>

Clause No	Clause Title	Date
52.204.10	Reporting Executive Compensation and First Tier Subcontract Awards	(JUL 2010)
52.217-7	Option for Increased Quantity-Separately Price Line Item	(MAR 1989)
52.217-8	Option to Extend Services (a) Fill-In Date: 5 Days	(NOV 1999)
52.217-9	Option to Extend the Term of the Contract (a) Fill-In Date: 10 Days (b) Fill-In Date: 30 Days (c) Fill-In Date: 24 Months	(MAR 2000)

52.237-3	Continuity of Services	(JAN 1991)
52.244-6	Subcontracts for Commercial Items	(July 2014)
52.245-1	Government Property	(APR 2012)
52.245-9	Use and Charges	(APR 2012)
52.222-41	Service Contract Act of 1965	(NOV 2007)
52.228-5	Insurance- Work on a Government Installation	(JAN 1997)
52.232-22	Limitation of Funds	(APR 1984)
52.232-38	Submission of Electronic Funds Transfer Information with Offer	(MAY1999)

52.252-2 GSAM CLAUSES INCORPORATED BY REFERENCE

The full text of a provision may be accessed electronically at: GSAM website:

<https://www.acquisition.gov/gsam/gsam.html>

Clause No	Clause Title	Date
552.212-71	Contract Terms and Conditions Applicable to GSA Acquisition of Commercial Items	(Jul 2003)
552.212-72	Contract Terms and Conditions Required to Implement Statutes or Executive Orders Applicable to GSA Acquisition of Commercial Items	(Sep 2003)
552.232.25	Prompt Payment	(Nov 2009)

SECURITY CLAUSES INCORPORATED BY REFERENCE

Clause No	Clause Title
FAR 52.204-2	Security Requirements
FAR 52.204-9	Personal Identity Verification of Contractor Personnel
FAR 52.224-1	Privacy Act Notification
FAR 52.224-2	Privacy Act
FAR 52.239-1	Privacy or Security Safeguards
GSAR 552.204-9	Personal Identity Verification Requirements
GSAR 552.236-75	Use of Premises
GSAR 552.239-70	Information Technology Security Plan and Security Authorization
GSAR 552.239-71	Security Requirements for Unclassified Information Technology Resources

GSA IT SECURITY POLICIES INCORPORATED BY REFERENCE

The following GSA policies must be followed. These policies can be found at <http://www.gsa.gov/directives> or <https://insite.gsa.gov/directives>

Clause No	Clause Title
CIO P 2100.1	GSA Information Technology (IT) Security Policy
CIO P 2100.2B	GSA Wireless Local Area Network (LAN) Security
CIO 2100.3B	Mandatory Information Technology (IT) Security Training Requirement for Agency and Contractor Employees with Significant Security Responsibilities
CIO 2104.1A	GSA Information Technology IT General Rules of Behavior
CIO 2105.1B	GSA Section 508: Managing Electronic and Information Technology for Individuals with Disabilities
CIO 2106.1	GSA Social Media Policy
CIO 2107.1	Implementation of the Online Resource Reservation Software
CIO 2160.4	Provisioning of Information Technology (IT) Devices

CIO 2162.1	Digital Signatures
CIO P 2165.2	GSA Telecommunications Policy
CIO P 2180.1	GSA Rules of Behavior for Handling Personally Identifiable Information (PII)
CIO 2182.2	Mandatory Use of Personal Identity Verification (PIV) Credentials
CIO P 1878.2A	Conducting Privacy Impact Assessments (PIAs) in GSA
CIO IL-13-01	Mobile Devices and Applications
CIO IL-14-03	Information Technology (IT) Integration Policy
HCO 9297.1	GSA Data Release Policy
HCO 9297.2B	GSA Information Breach Notification Policy
ADM P 9732.1D	Suitability and Personnel Security

27.INVOICE SUBMISSION INSTRUCTIONS

All invoices will be prepared based on the following:

Requests for Payments shall be submitted in accordance with the format contained in GSAM 552.232-25, PROMPT PAYMENT (NOV 2009) to be considered proper for payment. In addition, the data elements indicated below shall be included on each invoice.

- o Invoice Number and Date
- o Contract Number
- o Period of Performance
- o Task or Delivery order number
- o Paying Number: (PDN/GP number)
- o Company Name and Address
- o Agency Name and Address
- o Telephone Number
- o DUNS Number
- o Period of Service
- o Terms
- o Description of products, quantity, unit price, and total cost

Please Note: Failure to send both invoice copies could delay your payment.

The Contractor shall submit an original invoice for payment to GSA Financial Operations and Disbursement Division.

GSA Financial Operations and Disbursement Division (Payment Office)

PO Box 419279

1500 E. Bannister Road

Room 1011

Kansas City, MO 64141

Telephone Number: (816) 926-7287

FAX Number: (816) 926-5189

A duplicate invoice with supporting documentation is sent to the COR who will confirm deliveries made against the invoiced line items to ensure that the correct amounts have been billed and documents any price reductions. The COR will then sign the invoice and complete the Receiving Report to authorize the GSA's payment office to process payment of the invoices.